

# COMMUNITY BENEFITS REPORT

*Meeting the needs of our community* | 2017 |    



## Inside This Report

<i>What are Community Benefits?</i> .....	2
Meeting Identified Needs	
Fiscal Year 2017: July 1, 2016 through June 30, 2017	
<i>Social Determinants of Health</i> .....	4
Meet Christopher Adams, M.D.	
More on Recruitment	
Addressing Homelessness, Food Insecurity and Access to Care	
Serving All at the Shalom Free Clinic	
<i>Chronic Disease</i> .....	7
Education and Free Health Screenings	
Support Groups	
Training the Next Generation of Health Care Professionals	
Continuing Education for Health Care Professionals	
Partnering with Butte County Public Health	
<i>Mental Health &amp; Substance Abuse</i> .....	11
A Celebration in Recognition of National Recovery Month	
“End Abuse,” Addressing the Opioid Epidemic	
Safe Medication Disposal and Safe Prescribing	
<i>Caring Beyond Community Benefit</i> .....	12
Supporting Local Programs	
Stop Hunger Now	
<i>Volunteer Community Boards</i> .....	13



*November 2017*

Dear Friends,

Each year, Enloe Medical Center compiles a recap of the activities our hospital and staff participate in to promote a healthier community, things like community health education, free health screenings and financial assistance. These activities extend outside the normal expectations our patients expect and deserve from a hospital, like outstanding patient care and innovative services.

In our 2017 Community Benefits Report, you'll find highlights of programs such as our physician recruitment activities designed to bring highly skilled primary and specialty care physicians to our region. You'll also learn about our collaborations with other nonprofit agencies throughout the region that share our passion for health and our outreach activities designed to help lower your risk factors for chronic diseases prevalent in Butte County.

We care about the health of our community and are dedicated to providing the resources individuals and families throughout our region need to live the healthiest life they can.

Sincerely,



Mike Wiltermood  
*President/Chief Executive Officer*



Carol Huston, MSN, MPA, DPA, FAAN  
*Chair of the Enloe Board of Trustees*

## What are *Community Benefits*?

In 2016, Enloe Medical Center partnered with Butte County Public Health and the three other hospitals in our county to conduct a Community Health Needs Assessment. The outcome was an action plan that committed the focus of our community outreach efforts on three main areas affecting the health of our community:

- Social determinants of health negatively affecting health outcomes
- Chronic diseases with higher-than-average incidence rates in our county
- Mental illness and growing substance abuse concerns

By definition, community benefits are programs or services that do one or more of the following:

- Improve access to health services for residents of a defined region
- Enhance the overall health of a community
- Advance the general knowledge of health care providers, including training for the next generation of health care professionals
- Relieve or reduce the burden of government health programs

On the following pages, you'll find examples of how Enloe Medical Center is working to meet these identified needs, partnering with students, health care professionals and other members of our community to provide the tools necessary to promote an improved sense of empowerment to take steps toward well-being.

## *Meeting* Identified Needs

access to health



community health



advance knowledge



relieve government burden



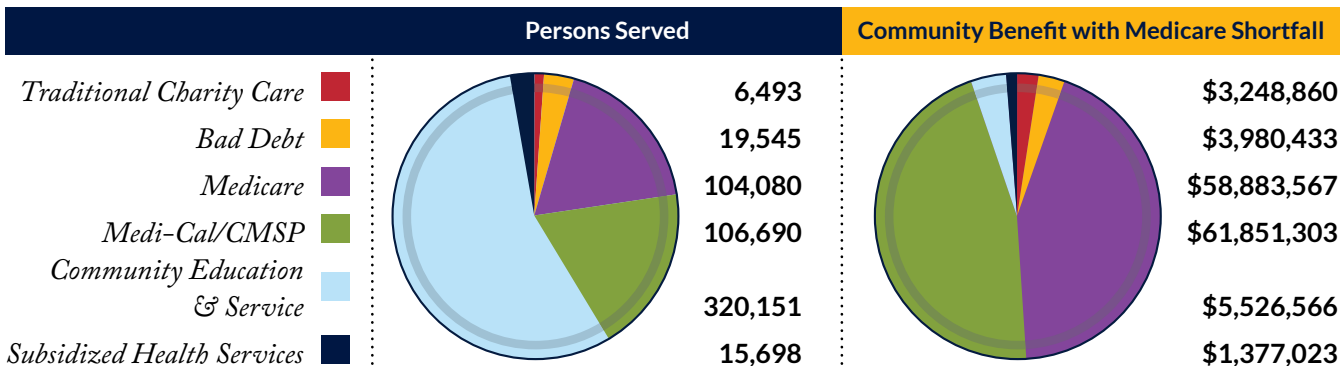
On the following pages, look for these symbols to learn more about how Enloe Medical Center is addressing the needs of our community through strategic partnerships and outreach, education, and more. Working together, we can create a healthier community and a #HealthierYou.

*Fiscal Year 2017* July 1, 2016 through June 30, 2017

Without Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	6,493	\$3,248,860	-	\$3,248,860	0.6%	0.6%
<i>Bad Debt</i>	19,545	\$3,980,433	-	\$3,980,433	0.8%	0.7%
<i>Unpaid Costs of Medi-Cal</i>	106,690	\$145,907,272	\$84,055,969	\$61,851,303	11.8%	11.3%
<i>Community Education &amp; Service</i>	320,151	\$5,553,776	\$27,210	\$5,526,566		
<i>Subsidized Health Services</i>	15,698	\$2,906,635	\$1,529,612	\$1,377,023		
<b>Total</b>	<b>468,577</b>	<b>\$161,596,976</b>	<b>\$85,612,791</b>	<b>\$75,984,185</b>		

With Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	6,493	\$3,248,860	-	\$3,248,860	0.6%	0.6%
<i>Bad Debt</i>	19,545	\$3,980,433	-	\$3,980,433	0.8%	0.7%
<i>Medicare</i>	104,080	\$252,488,676	\$193,605,109	\$58,883,567	11.2%	10.8%
<i>Medi-Cal/CMSP</i>	106,690	\$145,907,272	\$84,055,969	\$61,851,303	11.8%	11.3%
<i>Community Education &amp; Service</i>	320,151	\$5,553,776	\$27,210	\$5,526,566		
<i>Subsidized Health Services</i>	15,698	\$2,906,635	\$1,529,612	\$1,377,023		
<b>Total</b>	<b>572,657</b>	<b>\$414,085,652</b>	<b>\$279,217,900</b>	<b>\$134,867,752</b>		

	Charity	Bad Debt	Medicare	Medi-Cal/CMSP	Subsidized Health Services
<i>Persons Served (Count of Names)</i>	2,301	10,937	20,613	28,786	8,229
<i>Persons Served (Count of Encounters)</i>	6,493	19,545	104,080	106,690	15,698





# Introduction

In the first year of our 2016 Community Health Needs Assessment action plan, we made strides toward the areas of focus outlined in the three-year plan. Through survey responses, public data and focus group discussions, three primary areas of need rose to the top: social determinants of health, chronic disease, and substance abuse and mental illness. Enloe Medical Center committed to identifying opportunities to collaborate with community partners throughout the region to break down barriers associated with these pressing health and social needs, as well as providing the education and other tools members of our community need to be proactive in their health and lifestyle choices.



## *Social Determinants of Health*

### **Meet Christopher Adams, M.D.**

Butte County continues to suffer from a shortage of primary care and specialty physicians. This makes it difficult for insured and uninsured residents to regularly see a doctor and maintain a continuum of care conducive to better health. One way Enloe Medical Center is working to meet needs such as *access to care* is by fostering relationships throughout the community with other health care organizations that share our mission to better health and well-being.

In fiscal year 2017, our physician recruiters worked with Northern Valley Indian Health-Children's Center to bring pediatrician Christopher Adams, M.D., to Chico. In addition to treating children full time at the Children's Center, Dr. Adams will take call at Enloe Medical Center beginning in January 2018.

Dr. Adams was born in Minnesota, but grew up in Kandern, Germany, after his family moved there when he was 5 years old. While Chico is a long way from Kandern, it seemed almost destined that someday he would find his way to Northern California. Just a few doors down from the school he went to was the home of John Sutter, one of California's early pioneers!

Dr. Adams returned to the United States to attend Wake Forest College in North Carolina, studying cultural anthropology. It was during this time that he spent four months studying abroad in Nepal and developed an interest in public health upon seeing the challenges people faced in such an impoverished area.

While attending medical school at Michigan State University, he met Dr. Mona Hanna-Attisha, who became his mentor and encouraged him to pursue a career in pediatrics. It's an area where you can really make a difference through policy and advocacy work, Adams said. "You can get at the root of the problem instead of trying to solve it with someone later in life."

After medical school, Dr. Adams did his residency back in his birth state of Minnesota, giving him an opportunity to get to know his grandfather, who still lived there. He also joined the National Health Service Corps (NHSC), a program that helps students pay for medical school in exchange for practicing primary care medicine in areas of the United States with limited access to care. This is what ultimately led him to Chico and Northern Valley Indian Health.



## More on Recruitment

According to the 2017 County Health Rankings, Butte County has approximately one primary care physician for every 1,570 residents, a significantly higher ratio than the state and national averages (1,280:1 and 1,040:1, respectively). Working with other health care providers in our region to bring highly qualified doctors, like Dr. Adams, to Chico and the surrounding area is one of our primary focuses in addressing *access to care*. In all, Enloe Medical Center invested more than \$1.6 million toward physician recruitment in fiscal year 2017, successfully bringing 23 new physicians in 16 specialty areas to Butte County.

- Critical Care/Intensivist (2)
- Diagnostic Radiology (1)
- Emergency Medicine (1)
- Hospitalist (3)
- Interventional Radiology (3)
- Interventional/General Cardiology (1)
- Nephrology (1)
- Neuro-Hospitalist (1)
- Obstetrics & Gynecology (1)
- Ortho-Trauma Surgery (1)
- Pediatric Hospitalist (1)
- Pediatrics (2)
- Physiatry (1)
- Primary Care (2)
- Radiation Oncology (1)
- Trauma Surgery (1)

Visit [www.enloe.org/doctor](http://www.enloe.org/doctor) for more information.



## Addressing Homelessness, Food Insecurity and Access to Care

In our county, the median household income is significantly less than the state average. Also, a high number of residents are faced with food insecurities, transportation challenges and other barriers to accessing even the minimal necessities of life. A proactive social services support system is essential to the well-being of the community.

In January 2017, Enloe Medical Center joined the Butte Countywide Homeless Continuum of Care and others throughout the region to administer the 2017 Homeless Point in Time Census & Survey to nearly 2,000 individuals experiencing *homelessness*.

*By the numbers* (fiscal year 2017)...





in our region. The results of that study have guided conversations and additional outreach efforts aimed at addressing topics such as the need for additional housing, overuse of emergency room services and more.

Our community partners, including the CalFresh Outreach Program, Passages and California Health Care Options, participated in Enloe Medical Center's annual Community Wellness Expo, providing education and assistance for accessing available resources such as *healthy food benefits* and enrollment in *government-sponsored insurance* programs. Butte 2-1-1 also participated in the community event, raising awareness of the Help Central phone line and online database of resources, one of the priority areas outlined in the current Community Health Improvement Plan for Butte County.



### Serving All at the Shalom Free Clinic

Accessing health care can be difficult when there is a nationwide shortage of primary care doctors and other barriers, such as a lack of adequate health insurance, poverty or mental illness.

In Chico, the Shalom Free Clinic was created by a group of people with a vision to help those falling through the health care cracks. Today, the clinic — staffed entirely by volunteers — provides physical, mental and spiritual care for the most vulnerable children, teens and adults in our community.

Enloe Medical Center is proud to be one of the local organizations supporting this free clinic. Our support comes in the form of donating the clinic space where medical and non-medical volunteers see and treat patients on a weekly basis. In the past fiscal year, the value of that space equaled \$9,450.

On Sundays, the Shalom Free Clinic provides free general health care services, as well as light refreshments, to all who come seeking care. In addition to general walk-in services, the clinic offers alternative and mental health care on a weekly basis and can make available smoking cessation, medication management, blood pressure control, health screenings and education, primary care interventions, drug and alcohol interventions, mental/behavioral health counseling, and medications. When necessary, patients are given a referral to other providers in the region for services not available at the clinic.

It's the mission of the Shalom Free Clinic to provide *access to care* for underinsured and uninsured children, teens and adults by offering primary care interventions, health service, and education. It is Enloe's mission to improve the quality of life through patient-centered care. As partners, we are better able to serve and benefit the community.



6.8%

Butte County adults  
have heart disease  
*California: 3.5%*

1 IN 3

seniors die with  
Alzheimer's or another  
form of dementia



Americans diagnosed  
annually with diabetes

1.5 MILLION



Butte County adults  
live with asthma  
*California: 13.9%*

17.2%





## Chronic Disease

### Education and Free Health Screenings

Among the top chronic health conditions experienced by Butte County residents are heart disease, diabetes, COPD, Alzheimer's disease/dementia, cancer and asthma. Addressing the adverse social determinants of health affecting these conditions is a step in the right direction, but access to early detection and education, and empowering individuals to make healthy lifestyle choices are also key to enacting change.

Throughout the year, Enloe Medical Center partnered with organizations in the community to help raise awareness for these and other conditions, inviting the community to come learn about risk factors, treatment options and resources available to help manage their chronic disease.

According to Butte County's latest Community Health Assessment, Alzheimer's disease is the seventh leading cause of death in Butte County, higher than the state average. For the third year in a row, Enloe partnered with the local Alzheimer's Association to bring together a panel of speakers who shared information on the latest findings about *dementia and Alzheimer's disease*. More than 160 people attended to learn ways to improve brain health, including integrating the practice of mindfulness into daily routines.

*Type 2 diabetes* affects 10 percent of Butte County adults, according to the latest County Health Rankings report. Additionally, in a recent report by the Centers for Disease Control and Prevention (CDC), it's estimated that more than 30 million people in the U.S. have diabetes, and nearly 24 percent are currently undiagnosed. That same report states an estimated 34 percent of adults have pre-diabetes, the precursor to type 2 diabetes.

Because of such staggering facts, Enloe's Diabetes Services program continued to offer a quarterly *pre-diabetes* class, discussing such topics as what A1C numbers mean and how to use diet and exercise to manage pre-diabetes and lower the risk for developing type 2 diabetes. Forty-eight people attended these small-group classes, asking questions and learning practical tips to change habits and unhealthy lifestyle behaviors.

By the  
numbers...

**185**

Heart  
Surgeries

**503**

Rehab  
Inpatients

**1,705**

Deliveries

**6,509**

Same-Day  
Surgeries

**22,717**

Diabetes  
Patients



Enloe's third annual Heart & Sole: Run for Wellness served many purposes in April 2017. While the run itself was a fundraiser to help support the growing need for advanced heart care in our region, it also served to inspire hundreds of participants of all ages — from 6-year-olds or younger to over age 76 — and abilities to get out and get active. Nearly 70 people — patients, family members and friends — from the Cardiac Rehab program comprised the largest team at Heart & Sole, walking, running and openly sharing their stories of recovery to the broader community.

Nearly 7 percent of Butte County residents live with *heart disease*, almost double the state average. Enloe Medical Center's Cardiac Rehabilitation program offers a variety of exercise and education opportunities designed to help individuals recover from and lead healthier lives after a heart attack or other heart-related diagnosis.

The post-run wellness expo featured blood pressure screenings and education about effective stress management techniques, nutrition and *diabetes* — including a demonstration of healthy alternatives to sugar-filled sports drinks — and strength and stretching exercises.

Regular exercise and maintaining a healthy weight are two controllable risk factors that apply to many chronic illnesses. With more than 60 percent of adults in Butte County considered *overweight or obese*, the need to provide education and opportunities to address these factors continues to grow. Throughout the year, physicians affiliated with Enloe Medical Center volunteered their time to lead a monthly Walk with a Doc. Fifty-three people participated in the monthly walks, many coming out on a regular basis. Doctors from specialty areas, including dermatology, emergency medicine, psychiatry, ophthalmology, cardiovascular disease, internal medicine, otolaryngology (ENT), and physical medicine and rehabilitation all shared their unique perspectives on how regular, moderate exercise can help improve a person's health and well-being.



### Support Groups

Enloe Medical Center is home to a number of support groups that meet on a regular basis, providing education, support and camaraderie for individuals facing similar challenges. The Cancer Discussion Group meets monthly, often with a guest speaker, followed by small-group discussions among participants. This drop-in group welcomed nearly 300 participants in fiscal year 2017, including cancer survivors in all stages of their journey, whether newly diagnosed or years into remission, and their caregivers.

Other *cancer-related programs* included *Brighter Days Skin Care* and *Look Good... Feel Better* to help patients undergoing chemotherapy and/or radiation to cope with the effects of cancer treatment. Enloe Medical Center also provides a special program for kids living with cancer in the family. *VIVA!* invites children and their family members to come explore the Cancer Center, taking away some of the fear associated with the unknown and answering their questions in an age-appropriate manner.

Other groups supporting chronic diseases identified in our latest Community Health Needs Assessment include: Healthy Hearts, *heart disease*; Insulin Pump Support Group, *diabetes*; and Better Breathers, *asthma* and other *respiratory illnesses*.





## More Support Groups

- ALS Support
- A.W.A.K.E. for Sleep Apnea
- Bariatric Buddies
- Bereavement Support
- Depression and Bipolar Support Alliance
- Head Injury Support Group
- Huntington's Disease Support Group
- Infertility Support Group
- MS Newly Diagnosed & MS Self-Help Group Meetings
- Ostomy Association Support Group - Chico Chapter
- Stroke Support Group



## Training the Next Generation of Health Care Professionals

Enloe Medical Center isn't a teaching hospital, but we are proud to partner with the nursing and other health career training programs at California State University, Chico, and Butte College, and to engage with students at area high schools who are interested in pursuing health-related careers.

In fiscal year 2017, Enloe Medical Center provided \$65,588 in support of the Associate Degree Nursing (RN) program at Butte College. In addition, more than 650 nursing students from Butte College and Chico State did their clinical training in the hospital, spending nearly 70,000 hours under the supervision of licensed staff in departments, including acute care, medical-surgical, patient care management and maternal-child.

At Enloe Rehabilitation Center, 117 physical, occupational and speech therapy students observed staff on the job, evaluating job interest and qualifications for future educational opportunities in health therapy fields. Plus, 157 students from universities across the country did clinical internship rotations at the Rehab Center, spending more than 17,000 hours working side by side, under the supervision of licensed staff.

Enloe's Education Center worked with 864 students at Butte College, Chico State, Chico High School and Pleasant Valley High School, and other educational programs, to provide job shadowing, mentoring, education, and onboarding support for internships and clinical education.

When a Chico High School ROP student first began his rotation at Enloe, he wanted to be a physical therapy assistant. After spending time with the Surgical Care staff, the support, mentorship and encouragement he received led to a change of focus toward a career as a surgical assistant. In his words: *"I want to sincerely thank you all for giving me the best experience! ... You guys made a great impact in my life. You ... motivated me to push myself and be someone. I hope we all cross roads in the future and will be able to work together in the future..."*





## Continuing Education for Health Care Professionals

Enloe's Education Center provides opportunities for continuing education for health care professionals throughout the North State, advancing the general knowledge of health care providers through symposia, grand rounds and hands-on clinical simulations.

In fiscal year 2017, Enloe Medical Center provided facility space valued at more than \$95,000 for the Rural SimCenter, a collaborative health care training partnership between Chico State's School of Nursing, Feather River Hospital, and Oroville Hospital. The SimCenter allows students and health care professionals to work with high-fidelity simulators, practicing case scenarios in a hospital setting, honing their skills in a risk-free environment. The hands-on training opportunities range from intubation techniques and mock codes, to managing critical care and emergency response scenarios.

The Education Center hosted 18 regional symposia, review and specialty courses, attended by 600 professionals and students from throughout the region. Varied topics provided continuing education hours for nurses, occupational, physical and speech therapists, pre-hospital professionals, and students in these fields of study. Among the subjects covered were:

- Cardiovascular Care
- Colorectal Cancer
- End of Life Care
- Labor and Delivery
- Lactation and Mood Disorders
- Neurology
- Oncology
- Orthopaedics and the Geriatric Patient
- Pediatrics and Pediatric Disaster Response
- Pulmonary Medicine
- Safety in Emergency Medical Services
- Trauma Care
- Wound Care

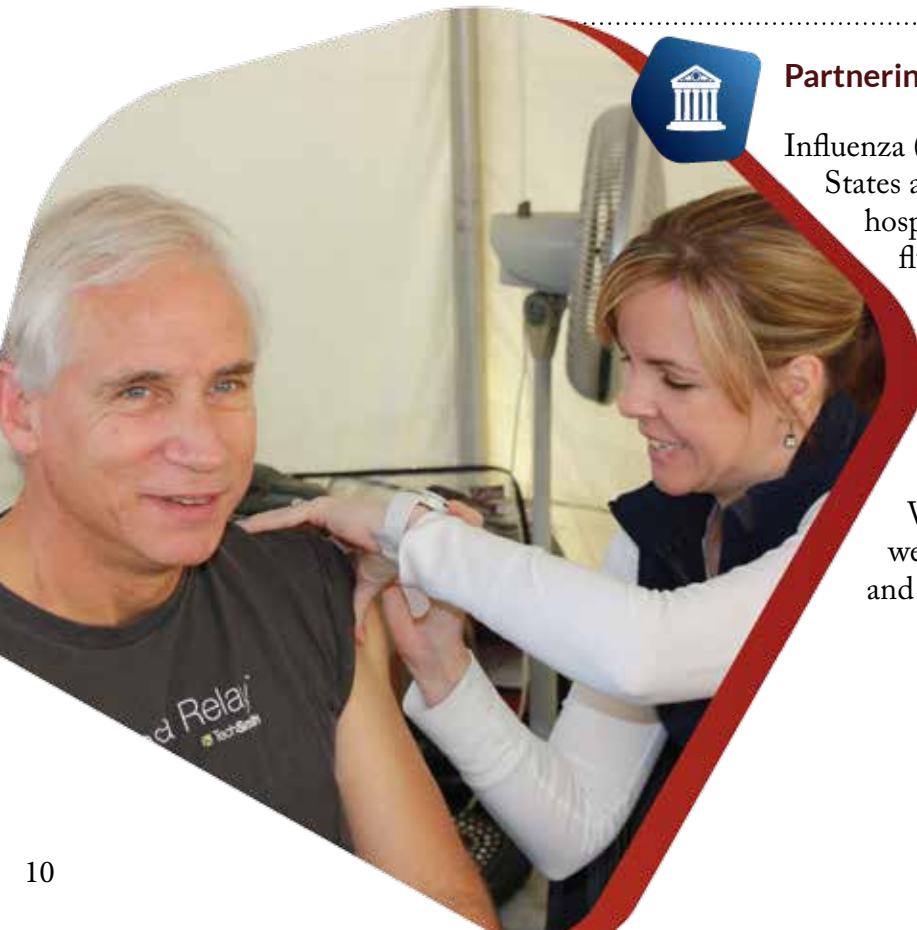
Nearly 300 health care professionals participated in grand rounds, case review and discussion sessions for trauma (44), pediatrics (163), and behavioral health (86). More than 1,100 health care professionals participated in case review and discussion sessions for breast, colorectal and general cancer cases.



## Partnering with Butte County Public Health

Influenza (flu) is a leading cause of illness in the United States and can lead to serious medical conditions, hospitalization or even death. To protect against the flu, Enloe Medical Center partners annually with Butte County Public Health to offer free flu vaccination clinics to the community.

In fiscal year 2017, Enloe staff and qualified volunteers administered 3,001 flu shots with vaccines donated by Butte County Public Health. Vaccinations were given at three public clinics, as well as to vulnerable populations at local shelters and other high-risk facilities.





## *Mental Health & Substance Abuse*

### **A Celebration in Recognition of National Recovery Month**

Representatives from Enloe Behavioral Health joined other Butte County organizations dedicated to addiction treatment, recovery and mental health, for a celebration in honor of National Recovery Month in Chico's Downtown Plaza.

*By the numbers...*

**527**

*Trauma Activations*

**736**

*Behavioral Health Inpatients*



**813**

*Flight Care Transports*

**66,653**

*Emergency Visits*

The event, "Lives Do Change," took place during the final Thursday Night Market of 2016 in an effort to raise awareness and understanding of mental illness and substance use disorders.

In Butte County, 17.3 percent of adults struggle with depression (compared with the state average of 14.3 percent), and 17.5 adults per 100,000 population commit suicide (compared with 10.3 deaths per 100,000 in the state).

### **"End Abuse" Addressing the Opioid Epidemic**

In October 2016, Enloe Medical Center partnered with members of the Butte County Drug Abuse Prevention Task Force to bring guest speaker April Rovero, founder of the National Coalition Against Prescription Drug Abuse (NCAPDA), to Chico.

Rovero presented to a group of 62 students and representatives from local health agencies about the growing epidemic of prescription and recreational drug abuse.

Community partners included: Butte County Behavioral Health, Butte Youth Now, Butte County Office of Education, Butte-Glenn Medical Society, Chico State, and Chico State's Campus Alcohol and Drug Education Center (CADEC).





## Safe Medication Disposal and Safe Prescribing

Butte County's drug overdose rate is 33.7 deaths per 100,000 population, more than three times the state average of 10.8 deaths per 100,000 population. Raising awareness of the epidemic and affecting change are among the top priorities in our county.

Enloe Medical Center partners each fall with Butte County Department of Public Works and the Chico Police Department to offer a safe medication disposal station at our annual Community Wellness Expo. Hundreds of pounds of unused medications are taken out of family homes and safely destroyed to eliminate their improper use.

In 2015, the number of opioid prescriptions per 1,000 Butte County residents was nearly 1,300 - more than two times the state average. Physicians, pharmacists and others affiliated with the hospital have been working with Butte County's health officer, hospitals and clinics throughout the county, and other health care professionals to develop consistent safe prescribing guidelines in an attempt to lower this number.

*Find safe disposal information and locations at [www.enloe.org/medwaste](http://www.enloe.org/medwaste).*

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## Caring Beyond Community Benefit

### Supporting Local Programs

Supporting our community and putting resources to good use go beyond what is strictly considered "community benefit." Throughout the year, Enloe Medical Center sponsors local programs that promote health and well-being in alignment with our health care mission. Programs we support include safe and sober grad nights at area high schools, youth sport leagues that encourage children to be physically active, community walks raising awareness of diseases disproportionately affecting Butte County residents, and more.

### Stop Hunger Now

In December 2016, Enloe Medical Center partnered with Stop Hunger Now, a hands-on international mission project, to package healthy meals for areas of high need. More than 360 volunteers, including hospital staff, family and friends, gave their time to package more than 90,000 meals.





## Volunteer Community Boards, 2016-2017

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# OUR MISSION

*to improve the quality of your life  
through patient-centered care*

## Photo Captions (clockwise from top):



*Emergency medicine specialist, Harpartap Sandhu, M.D.*



*ThinkFirst program, featuring mascot, Street Smart, talking with local school children about injury prevention and helmet safety.*



*Participants of all ages came out to walk and run at the third annual Heart & Sole: Run for Wellness.*



*Health care providers from Enloe's Regional Cancer Center shared prevention education and tips at Enloe's Community Wellness Expo.*



*Junior volunteers helped collect diapers and other supplies for families in need at the Community Breastfeeding & Diaper Drive in recognition of World Breastfeeding Week.*



**ENLOE**  
MEDICAL CENTER

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